# Niagara Health System

## Future State: Social Work/Case Manager Order/Task Process

## Care Team

**Start/Stop**
**PowerOrders**

Enters order for Consult to Social Work and/or Case Manager

[40]

## Social Worker,Case Manager

**Work Step**
**PowerChart**

Review the MPTL for patients with Consult Orders.

[11]

**Work Step**
**PowerChart**

Select a patient with a Consult Order. Review order details.

[86]

**Work Step**
**PowerChart**

Access patient's chart. Review collaterals.

[5]

**Work Step**

Meet with patient/family/care providers. Assess as needed.

[10]

**Work Step**
**Care Documentation**

Complete documentation and workload capture.

[79]

**Work Step**
**Care Documentation**

Select Sign/Submit.

[55]

**Decision**

Does patient require follow up?

[83]

No

Yes

**Work Step**

Enter Follow-Up Order (if using MPTL) or add patient to custom list and continue ongoing care.

[89]

**Work Step**

Update assessment or complete progress note as required. Complete workload capture, if applicable.

[88]

**Start/Stop**

Remove patient from custom list or cancel/discontinue social work follow-up order as applicable.

[87]

Cerner

## Future State: Social Work/Case Manager Order/Task Process

Cerner Workflow ID: 9403 (v. 10.0)     Client Workflow ID: 1257                    Last updated by Jacob D'Achille, Jul 29, 2024 9:31am (UTC -4 hours)

## Workflow Details:

|   |   |
|---|---|
| Workflow Name: | Social Work/Case Manager Order/Task Process |
| Workflow State: | Future State |
| Workstream: | Intradepartmental |
| Venue: | Acute Care |
| Client Owner: | D'Achille, Jake |
| Cerner Owner: | |
| Standard: | Yes |
| Related Workflow(s): | |
| Tags: | |

## Workflow Summary:

|   |   |
|---|---|
| Service Line: | |
| Related Solution(s): | Millennium Behavioral Health |
| Project Name: | Niagara Health System:OPT-0297674:NIAG_CD Niagara HIS RFP |
| TestBuilder Script(s): | |
| Cerner Workflow ID: | 9403 (v. 10.0) |
| Client Workflow ID: | 1257 |
| Workflow Notes: | Workflow is used to describe the process of a face to face encounter for a acute care Social Work/Case Manager. |
| Introduced By: | WS 7 |
| Validated By: | WS 8 |

### Swim Lane:

|   |   |
|---|---|
| Role(s): | Care Team |
| Department(s): | |
| Security Position(s): | Physician - Hospitalist |
| | Nurse |

**Start/Stop** [40]

|   |   |
|---|---|
| Description: | Enters order for Consult to Social Work and/or Case Manager |
| Method: | PowerOrders |

### Swim Lane:

|   |   |
|---|---|
| Role(s): | Social Worker |
| | Case Manager |
| Department(s): | |
| Security Position(s): | BH - Social Worker |
| | HCC Social Worker |
| | Social Worker |

## Future State: Social Work/Case Manager Order/Task Process

Case Manager

**Work Step** [11]

> Description:  Review the MPTL for patients with Consult Orders.

> Method:  PowerChart

**Work Step** [86]

> Description:  Select a patient with a Consult Order. Review order details.

> Method:  PowerChart

**Work Step** [5]

> Description:  Access patient's chart. Review collaterals.

> Method:  PowerChart

**Work Step** [10]

> Description:  Meet with patient/family/care providers. Assess as needed.

**Work Step** [79]

> Description:  Complete documentation and workload capture.

> Method:  Care Documentation

**Work Step** [55]

> Description:  Select Sign/Submit.

> Method:  Care Documentation

> Value Impact:  Patient Safety
> Quality

> Comments:  Note details may include specific service details. Targeted social/ case management services are defined as services furnished to assist individuals in gaining access to needed medical, social, educational and other services

**Decision** [83]

> Description:  Does patient require follow up?

# Future State: Social Work/Case Manager Order/Task Process

Cerner Workflow ID: 9403 (v. 10.0)     Client Workflow ID: 1257

### Work Step [89]

Description:   Enter Follow-Up Order (if using MPTL) or add patient to custom list and continue
ongoing care.

### Work Step [88]

Description:   Update assessment or complete progress note as required.  Complete workload
capture, if applicable.

### Start/Stop [87]

Description:   Remove patient from custom list or cancel/discontinue social work follow-up order
as applicable.